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ABSTRACT

A survey of 18 San Francisco Bay Area libraries actively serving the Spanish speaking community was undertaken to determine the state of library service to this population. Investigation showed increases since 1967 in the number of libraries providing service to the Spanish speaking, in the size of Spanish language collections, and in the number of libraries conducting surveys of their communities. Tabular summaries of survey results provide information concerning collections, services, staffs, and populations. Appendixes include listings of libraries in the survey and of resource libraries and resource persons in the Bay Area, a summary of recent developments, the survey questionnaire, and a 60-item bibliography. (EMH)

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LIBRARY SERVICE TO THE SPANISH-SPEAKING IN THE PUBLIC LIBRARIES OF THE SAN FRANCISCO BAY AREA

A Research Paper

Presented to

the Faculty of the Department of Librarianship

San Jose State University

In Partial Fulfillment

of the Requirements for the Degree

Master of Arts

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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by

Herbert Jeffery Paul

February 1976

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Chapter I

INTRODUCTION

One of the distinguishing characteristics of the American Public Library in the Twentieth Century has been it's emphasis on being meaningful and relevant in serving the needs and interests of the public. A number of programs and services have been developed to satisfy the needs and interests of the many different groups within the American populace. One community, unique to California and the Southwest in general, is the Spanish-speaking population. The size of this group should not be underestimated.

Size of the Group

As a result of the 1970 Census it was estimated that there were about 9.1 million persons of Spanish surname living in the United States.[1] The validity of this figure was questioned by Taronji and others,[2] and as a result a recount was conducted. In March of 1973 the Bureau of the Census began a recount of the Spanish surnamed. The most recent figures for this group in the United States have been estimated at 10.6 million persons.[3] This represents an increase of 17% over the 1970 figure.

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[1]U.S. Office of Special Concerns, Department of Health, Education and Welfare. A Study of Selected Socio-Economic Characteristics of Ethnic Minorities Based on the 1970 Census, v. 1: Americans of Spanish Origin. (Washington: Government Printing Office, 1974), p. 7.

[2]U.S. Commission on Civil Rights. Counting the Forgotten; the 1970 Census Count of Spanish Speaking Background in the United States, by Jaime Taronji. (Washington: Government Printing Office, 1974)

[3]U.S. Office of Special Concerns, op. cit., p. 10.

The state of California, with an estimated 2.3 million Spanish surnamed residents, contains the largest Spanish population in the United States.[4] Many have considered this 2.3 million figure a modest estimate of the true population in the state. In June of 1973, the Mexican American Population Commission released it's own report to a House subcommittee hearing showing that as of April 1973 there were 3.7 million Spanish Americans in California.[5]

The greatest concentration of Spanish surname residents in California reside in the Los Angeles area where the population numbers roughly one million. The San Francisco Bay Area contains nearly 300 thousand Spanish surnamed residents, with the largest concentration in Santa Clara County where the population numbers 130 thousand.[6]

The term "Spanish surnamed" should not be confused with the term "Spanish speaking". The term "Spanish surnamed" refers to a group comprised of persons who may be: monolingual English; monolingual Spanish; or bilingual, English and Spanish. Not all persons of Spanish ancestry speak Spanish at home. As the result of a survey in the Southwest[7] it was found that Spanish is spoken in 71% of the households where persons of Spanish origin live. If this figure were used with

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[4]Ibid., p. 4.

[5]U.S. Congress. House. Committee on Post Office and Civil Service. Economic and Social Statistics for Spanish Speaking Americans. Hearing, 93rd Cong., 2nd Sess. (Washington: Government Printing Office, 1974), p. 59.

[6]U.S. Bureau of the Census. 1970 Census of Population, Subject Reports-Persons of Spanish Surname. (Washington: Government Printing Office, 1973), pp. vii, 117.

[7]U.S. Social and Economic Statistics Administration, Bureau of the Census. Comparison of Persons of Spanish Surname and Persons of Spanish Origin in the United States, by Edward W. Fernandez. (Washington: Government Printing Office, 1975), p. 5.

the 2.3 million population estimate, there would be 1.6 million Spanish speaking residents in California. There would be 2.6 million Spanish speakers in the state using the 3.7 million estimate. We may conclude then, that there are between 1.6 and 2.6 million Spanish speaking residents in California using this 71% figure. These estimates would indicate that California's Spanish speaking residents constitute between eight and thirteen percent of the state's total population.

History of Library Service to the Spanish Speaking

In recent years the federal government has provided special funding for programs aimed at minority and disadvantaged groups. The history of many of the library programs aimed at the Spanish speaking may be traced back to funding provided by the Library Services and Construction Act of 1964. John Ayala has traced the history of three such programs in California to LSCA monies.[8]

Federal funding has greatly assisted the growth of services and programs aimed at the Spanish speaking population. Prior to LSCA, the programs that existed were isolated and rare, and usually confined to the large urban centers. Funding provided by LSCA has allowed libraries serving the Spanish speaking communities to purchase and develop collections that would otherwise have been impossible to develop.

Daniel Duran has discussed media related outreach programs undertaken as a result of federal funding. He has also discussed

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[8]Ayala, John L. "Bibliotecas Para La Raza." California Librarian 34:5, January 1973.

the consequences of relying entirely upon federal funds.

> "It is dangerous to rely upon state and federal monies to initiate outreach programs. When the money dries up, as is happening now, the outreach programs are frequently discontinued, cut down in scope, or held in abeyance until the public library can find the money to support them. It is a disservice to the minority community to give them a unique taste of library 'relevancy' and then discontinue service because outreach funds are exhausted."[9]

The programs that were instituted as a result of federal funds have been described by John Ayala as unique, "begun with a new approach, in trying to attract a minority group that was alienated from an Anglo institution."[10] This alienation has been discussed by many Chicano librarians. Robert Haro has been one of the more prodigious writers on this subject.

In 1967 Robert Haro began a survey of approximately 600 Mexican Americans in East Los Angeles and Sacramento to determine:

1. the library attitudes of Mexican Americans from various age groups,
2. the attitudes and practices of librarians serving this group, and
3. the challenges and opportunities facing librarians and libraries in providing more effective services to the Mexican American people.[11]

It was found that only a few Mexican Americans could understand the role of the public library and the services it could offer. It was also found that many younger Mexican Americans were alienated from the library because to them it represented a Gringo middle class institution. From the results of his study it appears that the library was not adapting to provide meaningful services to the

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[9]Duran, Daniel. "Media, Mobility and Minority Manpower: Concepts for Total Library Service." California Librarian 34:30, January 1973.

[10]Ayala, John L., loc. cit.

[11]Haro, Robert P. "How Mexican Americans View Libraries." Wilson Library Bulletin 44:737, March 1970.

Mexican American community.

The Spanish speaking have special interests and needs that are not often fulfilled by conventional library service programs. The failure to adapt to meet their needs has resulted in apathetic attitudes by Mexican Americans and the Spanish speaking toward the public library.

In discussing the successes and failures of these library programs, Nelly Fernandez has stated, "Outreach programs for Chicanos have met with a number of obstacles and difficulties which, in many cases, have rendered them ineffective in fulfilling their stated goals."[12] She goes on to state, "How can anyone determine the needs of a people if they are unable to communicate with them,... do not understand their culture, their background, or their cultural heritage."[13]

Many problems have faced the librarian in serving this group. Despite the economic and other problems faced in serving the Spanish speaking community, the need to serve them is strong today, particularly in California and the Southwest.

Statement of the Problem

In order to serve this group adequately it is essential that differences in culture and perspective are taken into account. Robert Haro has stated that in planning this type of service it is not enough merely to change the contents of the collection to include more Spanish

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[12]Fernandez, Nelly. "Outreach Program for Chicanos." California Librarian 34:14, January 1973.

[13]Fernandez, Nelly., op. cit., p. 19.

language materials. "If what librarians desire is a bilingual and bicultural approach to servicing these communities, then they must address themselves to the contents of their collections and to services that reflect both biculturalism and bilingualism."[14] Austin Hoover has stated that many librarians are inclined,

> "Ever eager to promote library services to members of the Mexican American Community, but they feel hampered by a lack of background knowlege and understanding necessary to initiate appropriate programs, and are frustrated because they do not know which materials are appropriate or where to acquire them."[15]

Need for the Study

This study was undertaken to determine the present state of library service to the Spanish speaking in the public libraries of the San Francisco Bay Area. There is a tremendous need for information describing service programs to this group. As the second largest minority in the United States they should be of major importance to librarians, particularly in the Southwest. Marietta Daniels Shepard has stated that "The present day population of Spanish speaking residents of the United States makes it the sixth largest 'Spanish speaking' country in the world."[16] The size of this group merits them greater attention than they have received in the past.

In developing programs of service to the Spanish speaking it is imperative that good communication exist among the librarians serving the group. One means of affording better communication

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[14]Haro, Robert P. "Bicultural and Bilingual Americans: a need for understanding." Library Trends 20:261, October 1971.

[15]Hoover, Austin. "A Workshop on Library Services and Materials for Mexican Americans." Texas Library Journal 46:206, Winter 1970.

[16]Shepard, Marietta Daniels. "Reading Resources and Project LEER." Wilson Library Bulletin 44:743, March 1970.

would be through the development of descriptive surveys of the libraries actively involved in serving this group. This writer was able to locate only two surveys of this type. They will be discussed in the second chapter of this paper.

It is hoped that the results of this survey may be of assistance to the librarian developing new service programs to the Spanish speaking community through the establishment of general characteristics of service to this group. The writer hopes to be able to establish a resource list of persons and places actively involved in the field. Through the establishment of such a list, the librarian developing new programs could get advice and assistance from those who have been actively involved in the past.

As a result of this survey it is hoped that better communication, and ultimately cooperation, may be developed among the libraries serving the Spanish speaking community.

Limitations

It should be stated here that this is a selective survey of public library services to the Spanish speaking in the San Francisco Bay Area. This survey is selective in that only those libraries identified as providing special programs, services or collections were included in the study. This survey investigates service to the Spanish speaking in five counties of the San Francisco Bay Area. The counties are: Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara.

This survey does not include information on all of the

public libraries in these five counties. An investigation was done to identify those libraries that are actively involved in serving this group. Such identification was made by communication with administrative heads in the county headquarters, through communication with librarians presently offering specialized services, from articles in the literature, and from established lists of libraries serving the Spanish speaking. As a result of this investigation eighteen libraries were included in this survey. This paper will also include information on library programs and organizations that were being developed at the time of the study.

Hypotheses of the Study

An investigation into the government statistics on the Spanish surnamed was done to identify those areas within the Bay Area where sizeable Spanish speaking communities were found to reside. One assumption of this study is that programs of service to the group presently exist throughout the entire Bay Area.

One hypothesis is that the outstanding programs serving this group are located in the areas where the greatest concentration of Spanish surnamed persons were found to reside. From this hypothesis we would expect to find some major programs in Santa Clara County and in other areas where large Spanish populations were located.

A second hypothesis is related to the level of service offered and the source of funding for the programs. The second hypothesis is that the outstanding programs presently existing in the Bay Area are the result of federal, LSCA funding.

Chapter II

PLAN FOR THE STUDY

Literature Survey

An investigation into the literature was made to identify and locate outstanding programs of service to the Spanish speaking population. Special attention was given to those materials emphasizing public library services to this group in California. Therefore, the bibliography at the end of this paper is not comprehensive. Rather, it is selective, accentuating programs of service offered to the Spanish speaking by the public libraries in the state of California.

The search included an investigation into the following: the years 1960-1975 of Library Literature, the resources available in the Department of Librarianship at San Jose State University, ERIC materials in Resources in Education, and government documents and statistics related to the Spanish speaking in the United States.

As a result of the investigation into Library Literature the following subject headings were identified as related to library services to the Spanish speaking. They are:

Libraries and Social and Economic Problems
Library Service--California
Public Libraries--California
Public Libraries--Services to Foreign Populations
Public Libraries--Services to Groups
Public Libraries--Services to Minorities
Public Libraries--Services to Spanish Americans.

The last of these headings, "Public Libraries--Services to Spanish Americans", came about in the April of 1974 issue of Library Literature.

This is a significant development, showing that the Spanish speaking group was finally getting special attention and recognition in Library Literature. Prior to that date each of the headings listed above had to be checked to locate materials related to serving this group.

Some of the special issues of library journals that were identified as a result of this search are:

> The January 1973 issue of California Librarian. It is titled "Chicano Library Service" and was edited by John L. Ayala.
>
> The Summer of 1972 issue of News Notes of California Libraries. This issue is devoted to "Library Outreach in California".
>
> The March 1970 issue of Wilson Library Bulletin. It is titled "Libraries and the Spanish Speaking" and was edited by William L. Ramirez of the San Francisco Public Library.

Several organizations were identified as being actively involved in addressing the problems of serving the Spanish speaking. One of the more enterprising organizations is the Pan American Union. In their yearly reports, Seminar on the Acquisition of Latin American Library Materials (SALALM), they have addressed a number of the problems related to the acquisition and selection of Spanish language materials. One of the outstanding publications coming from their efforts is the Lista de Encabezamientos de Materia Para Bibliotecas.[17] This work, originally released in three volumes, is the foremost Spanish language subject heading tool available today.

Surveys

One early survey of foreign language resources of selected public libraries in the United States was done in 1963 by International

[17]Rovira, Carmen and Jorge Aguayo. Lista de Encabezamientos de Materia para Bibliotecas. Washington: Pan American Union, 1967.

Research Associates. This early study, done for the Library Administration Division of the American Library Association, discussed some of the problems encountered in attempting to develop standards for foreign language resources.

> "It is presently difficult to establish standards for the adequacy of library resources for those who do not read English fluently, for the special needs of this group must be measured against conflicting needs of all other segments of the community. Such complexity may make it virtually impossible to develop a quantitative national standard for measuring the relative adequacy of a library's foreign language collection."[18]

As a result of the investigation into the literature only two surveys of library services to the Spanish speaking were identified. An investigation into the resources of the Department of Librarianship of San Jose State University revealed a 1968 study conducted by Benjamin Pin Liu, a librarianship student at San Jose State University. His study, A Survey of the Library Service to Mexican Americans in Selected Public Libraries in California,[19] includes information on library service programs and collections in 26 libraries throughout the state. One problem with his survey is that it includes information on only three libraries in the San Francisco Bay Area. At the time of his survey library programs to the Spanish speaking were just developing. He found only thirteen libraries in the state that were offering special services to Mexican Americans. A comparison of findings from this and his study will be made in the last chapter of this paper.

The other survey of library services to the Spanish speaking

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[18]International Research Associates. Access to Public Libraries. Chicago: American Library Association, 1963, p. 79.

[19]Liu, Benjamin Pin. A Survey of the Library Service to Mexican-Americans in Selected Public Libraries in California. San Jose State University, Department of Librarianship, 1968.

was located in Research in Education. This monumental report was done by the National Education Resources Institute for the Bureau of Libraries and Educational Technology. The final report, some 463 pages, was released in 1972.[20] The central purpose of the project was to develop library concepts that would allow library systems to better serve the Spanish speaking community. The findings in the report are based on data gathered in eleven cities in the Southwest.

The information gathered in the report was based on a survey of library users and nonusers, from surveys of community groups and organizations, and from information given by experts and professionals in the field. An analysis of the data was made to abstract and determine those factors that make a library meaningful to the Spanish speaking. From these factors a conceptual model was constructed, from which improvements for serving the Spanish speaking group could be extracted.

In the report it was recognized that each community is unique and that they could not develop one general prescription for improving services and community use. The conceptual model that was developed was not intended to be universal, "but would offer a matrix of improvements, that could be used in an incremental fashion by existing library systems to best suit their particular environment and character."[21]

The National Education Resources Institute report also includes a large and comprehensive questionaire that could be utilized

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[20]National Education Resources Institute. A Systems Analysis of Southwestern Spanish Speaking Users and Nonusers of Library and Information Services Developing Criteria to Design an Optimal Model Concept. Final Report. Washington: Bureau of Libraries and Educational Technology, June 30, 1972.

[21]Ibid, p. 1-1.

by the individual libraries throughout the country to survey their community's needs and interests. The findings of the project are numerous and are welcomed in the field of library services to the Spanish speaking. This report points a positive direction for libraries to move in serving the Spanish speaking community.

> "The hoped result is a library that is not just a repository of books but a dynamic information center where the members of the community are drawn because they recognize the library as the center for vital community service from which they benefit."[22]

Data Collection Methods

The procedure for collecting the data went as follows. First an interview was arranged with an administrator in the headquarters for the library/system. This person was then told the purpose and goals of this project and was asked to name the libraries in the system that were actively involved in serving a Spanish speaking community or that had sizeable Spanish language collections.

The writer then went to the individual libraries and administered the questionaire through a personal interview with the librarian. The questionaire was developed and pretested with assistance from Ms. Nelly Fernandez of the Union City Library and from Mr. Michael Alaniz of the Alameda County Library Spanish Services Project. A copy of the questionaire is included in Appendix E of this paper.

In each of the libraries, the librarian was also asked to name all the libraries in the area that were offering specialized services to the Spanish speaking or that had sizeable Spanish language collections. Nineteen libraries were visited and seventeen are included

[22]Ibid, p. 1-2.

in this survey.

The interviews took place between January 5 and January 23, 1976. Each questionaire took approximately 20-35 minutes to complete. Following each interview the investigator discussed recent developments and outstanding documents located as a result of the literature search with the librarian. Some time was also spent checking the collection and taking photographs of the facilities and the collection.

It was found that a great deal of time was required for each library visit. The average number of library visits per eight hour day was two libraries.

Definition of Terms

A good deal of attention and consideration went into the selection of an appropriate title for this group. It was decided that the term "Spanish speaking" best described the Spanish ancestry group. "Chicano" and "Latino" are terms that are commonly used today, however these terms have political or geographical connotations that may not be acceptible to some.

The term "Spanish speaking" refers to a group comprised of persons who may be: monolingual English speakers; monolingual Spanish speakers; or bilingual, English and Spanish speakers. This term refers to a group of persons who consider themselves to be of Mexican, Puerto Rican, Cuban, Central or South American, or of other Spanish origin. It also refers to the group of persons of Spanish ancestry and others that have an active interest in the cultural and lingual events in the Spanish speaking world.

CHAPTER III

RESULTS OF THE STUDY

As a result of the investigation eighteen libraries were identified as offering specialized services or collections to the Spanish speaking in the San Francisco Bay Area. A listing of these libraries is presented in Table 1. One of the libraries, the administrative headquarters of the Santa Clara County Library was included in the list because their bookmobile service has special stops in the Spanish speaking barrios. However, since they do not have an in-house collection of materials, data was not gathered from them.

Summary of the Information Collected

I. Size of the Community Served by Library

The librarians estimates of the size of the total population served by each of their libraries are listed in column one of Table 2. The 1970 Census figures for the total population in each of the communities and for the size of the Spanish surnamed group in that community were identified and are listed in columns two and three of Table 2. From these 1970 Census figures the percentage of Spanish surnamed residents in each of the communities were determined. These percentages are listed in column four of that table. These percentages were determined from the 1970 Census figures and reflect the percentage of Spanish surnamed in the entire community and do not reflect neighborhood variations. Since many of the libraries do not attempt to serve the entire community, only a portion of it, i.e., Latin American Library, Redwood City Fair Oaks Branch, the figures that are given should not be taken as the

TABLE 1

A LIST OF THE PUBLIC LIBRARIES INCLUDED

IN THIS SURVEY ARRANGED BY COUNTY

County	Name of Library
Alameda	Fremont Public Library
	Latin American Library, Oakland Public Library
	Spanish Services, Alameda County Library
	Union City Library
Contra Costa	Richmond Public Library
San Francisco	San Francisco Public Library, Main
	San Francisco Public Library, Mission Branch
San Mateo	Redwood City Public Library, Fair Oaks Branch
	Servicios Bibliotecarios Para la Raza
Santa Clara	Gilroy Public Library
	Morgan Hill Branch Library, Santa Clara County
	Mountain View Public Library
	San Jose Public Library, Main
	San Jose Public Library, East Branch
	San Jose Public Library, Hillview Branch
	Santa Clara County Library, Headquarters*
	Santa Clara County Library, Alum Rock Branch
	Sunnyvale Public Library

*Information gathered from this interview is not included in the statistical analysis of the data since they offer only bookmobile service and have no in house collection of materials.

TABLE 2

POPULATION SIZES OF THE LIBRARIES SURVEYED

Public Library	Population of Service Area Library Estimate	1970 Census[1]	Spanish Surnamed 1970 Census[2]	Percent of Total Population
Fremont	180,000	100,869	11,169	11.0%
Gilroy	20,000-25,000	12,665	4,587	36.0%
Latin American	40,000	361,561	23,091	6.4%*
Morgan Hill	10,000	6,485		15-18% estimate
Mountain View	100,000	51,092	4,480	8.8%
Redwood City, Fair Oaks	11,000 families	55,686	4,285	7.7%
Richmond	80,000	79,043	4,881	6.2%
San Francisco-Main	750,000	715,674	55,051	7.7%
San Francisco-Mission				
San Jose-Main	500,000	445,779	70,016	15.7%
San Jose-East Branch				
San Jose-Hillview	20,000-50,000			25.0% estimate
Servicios Bibliotecarios	556,000	556,000	34,179	6.1%
Santa Clara County	1,065,313	1,065,313	130,000	12.2%
Alum Rock Branch		18,355		
Spanish Services	Southern Alameda County	1,073,184	88,882	8.3% (entire county)
Sunnyvale	105,000	95,408	8,119	8.5%
Union City	32,000	14,724	5,685	38.6%

*This figure is an estimate of the percentage of Spanish surnamed residents from the total population of the city of Oakland. It should not be confused with the percentage of Spanish surnamed residents living in the service area of the Latin American Library.

[1]These figures were taken from 1970 Census of Population, vol. 1, part 6, sections one and two. Washington: Government Printing Office, 1973.

[2]Taken from 1970 Census of Population, Subject Reports-Persons of Spanish Surname. Washington: Government Printing Office, 1973.

percentage of Spanish speaking in the service area of the library. In many cases the percentage of Spanish speaking residents living in the service area may be much higher than the figure listed.

II. How Long has Your Library Been Providing Specialized Service to the Spanish Community?

III. Where did Original Funds Come from? How Funded Now?

The responses to these two questions have been tallied and are presented in Table 3. It was found that only five of the seventeen libraries were developed as the result of federal funding. One of the library programs, the Servicios Bibliotecarios Para La Raza project in San Mateo County was federally funded at the time of the survey. Federal funds for this project will expire June 30, 1976. The Fair Oaks Branch of the Redwood City Library is presently located in a building that was purchased with federal funding. However, they did not receive any federal support to build their collection.

The San Francisco Public Library has had a Spanish language collection longer than any of the other libraries in the survey. One of the newer service programs offered in the area is the Spanish Services Project of the Alameda County Library which began service in October 1975.

IV. Bilingual Staff Members-How Many?

The number of bilingual staff workers employed by each of the libraries have been tallied and are listed in Table 4. The average number of bilingual staff workers per library in the study is 5.7 persons. The average number of bilingual librarians per library in the study is 1.5. San Francisco Public Library had the greatest number of bilingual librarians among the libraries in the study. In the large public libraries it

TABLE 3

SOURCES OF FUNDING AND LENGTH OF SERVICE

FOR LIBRARIES INCLUDED IN THE SURVEY

Public Library	Source of Funding Original	Source of Funding Now	How Long Offering Service?
Fremont	County	County	Since 1971
Gilroy	County	County	Since 1970
Latin American	Federal	City	Since 1967
Morgan Hill	County	County	Since 1968(collection)
Mountain View	City	City	Since 1970(collection)
Redwood City-Fair Oaks	City/County	same	Since 1974
Richmond	Federal	City	Since 1972
San Francisco-Main	City	City	Collection pre-earthquake
San Francisco-Mission	City	City	Since 1967
San Jose-Main	City	City	Since 1950's(collection)
San Jose-East Branch	City	City	Since 1970
San Jose-Hillview			
Servicios Bibliotecarios	Federal	Federal till July 30, 1976	Since 1972
Santa Clara-Alum Rock	Donation*	County	Since 1965
Spanish Services	Federal	County	Since 1975(present location)
Sunnyvale	City	City	Since 1971(pamphlet file)
Union City	Federal	County	Since 1968/1969

*The original Spanish language collection for this branch came from a donation from the Mexican Consul in 1965.

TABLE 4

BILINGUAL STAFF MEMBERS WORKING IN

THE LIBRARIES INCLUDED IN THE SURVEY

Public Library	Librarians	Clerks	Other	Total
Fremont	2	1	3	6
Gilroy	1	2	3	6
Latin American	1	4	6	11
Morgan Hill	0	0	4	4
Mountain View	1	1	1	3
Redwood City-Fair Oaks	1	2	4	7
Richmond	3part time	1	?	4
San Francisco-Main	7	?	?	7
San Francisco-Mission	3	0	4	7
San Jose-Main	2	15	?	17
San Jose-East Branch	1	1	2	4
San Jose-Hillview	0	0	0	0
Servicios Bibliotecarios	0	1	3?	4
Santa Clara-Alum Rock	1	1	2	4
Spanish Services	1	1	1	3
Sunnyvale	1	1	5	7
Union City	1	1	1	3
seventeen libraries	26			97*

*This figure is an estimate of the total number of bilingual staff members working in the libraries included in the survey. It was difficult to determine the number of bilingual staff workers in the large urban main libraries since hundreds of persons may be employed by the library. This figure represents the number of persons that might be called upon to assist the patron in his/her search for information.

was difficult for many of the librarians to determine the number of bilingual workers working there. For this reason the tabulation of the total number of bilingual staff members may be below the true number of bilingual staff workers employed by the public libraries in the survey.

V. Collection Size and Arrangement-Print Materials

The size of the book and periodical collections of each library were tallied and are presented in Table 5. The sizes of the English and Spanish language collections vary greatly from library to library. The Latin American Library and the Union City Library contain the largest Spanish language book collections. The Latin American Library has recently moved to a new location and has had to reduce their total bookstock. The San Francisco Public Library has the largest Spanish language periodical collection in the San Francisco Bay Area. Their Spanish language titles number well over one hundred. Many of these titles are academic, scholarly publications. The librarian interviewed at San Francisco Public stated that many of their reference questions were academic or scholarly related requests.

The Spanish Services Project of the Alameda County Library has just begun to build a collection. This explains the relatively small size of their holdings.

All of the libraries surveyed shelved their Spanish language materials separately. Three of the seventeen libraries have subject headings in Spanish. The San Francisco Public-Mission Branch uses Library of Congress Subject Headings which are translated by the librarians. The Fair Oaks Branch of the Redwood City Library has a copy of the Lista de

Figure 1. The Spanish Language Collection in the Mission Branch of the San Francisco Public Library.

TABLE 5

BOOK AND PERIODICAL COLLECTIONS IN THE LIBRARIES

Public Library	Books			Periodicals		
	English	Spanish	Total	English	Spanish	Total
Fremont	110,000	1000-2000	113,000	500	1-10	500
Gilroy	47,000	2000-4000	50,000	100	10-20	100
Latin American	10,000	10,000	20,000*	50	20-30	80
Morgan Hill	49,000	500-1000	50,000	130	1-10	140
Mountain View	160,000	500-1000	170,000	100	1-10	100
Redwood City-Fair Oaks	2000-3000	1000-2000	5,000	30	10-20	50
Richmond	190,000	4000-6000	200,000	550	1-10	600
San Francisco-Main	1,500,000	6000-8000	1,500,000	500	100	600
San Francisco-Mission	30,000	2000-4000	30,000	50	10-20	60
San Jose-Main	620,000	2000-4000	625,000	500	10-20	500
San Jose-East Branch	25,000	1000-2000	30,000	50	1-10	50
San Jose-Hillview	28,000	1000-2000	30,000	90	10-20	100
Servicios Bibliotecarios	500-1000	2000-4000	2,500	20	10-20	30
Santa Clara-Alum Rock	40,000	2000-4000	45,000	125	1-10	135
Spanish Services	0-500	0-500	500-1000**	10	10-20	15
Sunnyvale	185,000	1000-2000	190,000	500	1-10	500
Union City	22,000	12,000	33,000	50	20-30	100

*The Latin American Library has recently moved into a new location and has had to reduce their total bookstock.

**At the time of the survey the Spanish Services Project of the Alameda County Library had only been in existence for four months. At that time they were just beginning to build a collection of materials.

Encabezamientos de Materia Para Bibliotecas. The Latin American Library has it's Spanish language cataloging done in the headquarters for the system. Many of the libraries had their Spanish language materials filed in their catalogs under the headings "Spanish Miscellany" or "Spanish Language". The Sunnyvale Public Library has a special Spanish language catalog for their pamphlet collection.

A listing of the print materials that have received good use by the members of the Spanish community is presented in Table 6. The percentages listed in this table have been rounded to the nearest 1%.

TABLE 6

TYPES OF PRINT MATERIALS USED BY THE COMMUNITY

Type of Print Material	Number of Libraries	Percent
Books	15	88%
Paperbacks	16	94%
Magazines	17	100%
Newspapers	12	70%
Pamphlets	10	59%
Prints	3	18%

It was found that magazines were the best used print materials by the members of the Spanish speaking community. Paperbacks and books were also well used in the libraries in the survey. Only three of the libraries reported having print collections that received extensive use by the members of the community. The Latin American Library, San Jose Public Library and the Union City Library reported good use of their

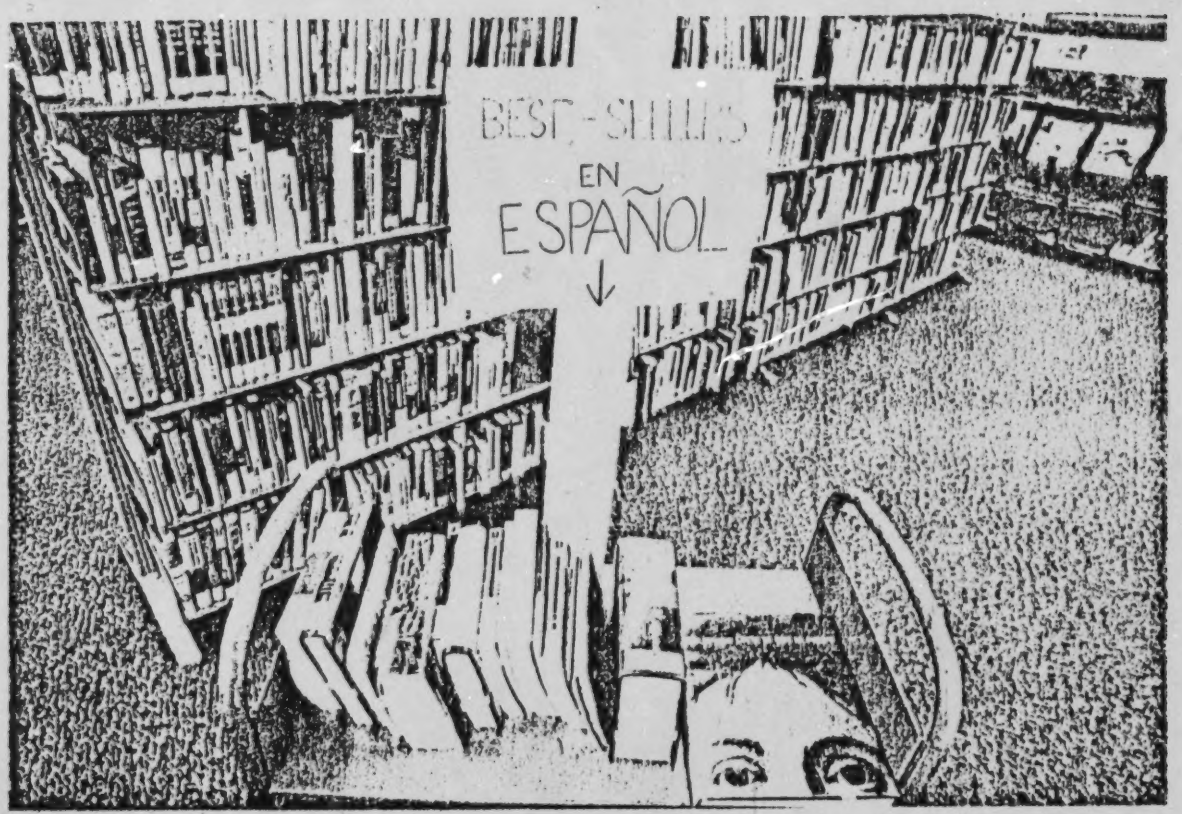

Figure 2. The Best-Sellers en Espanol Truck at the Union City Library.

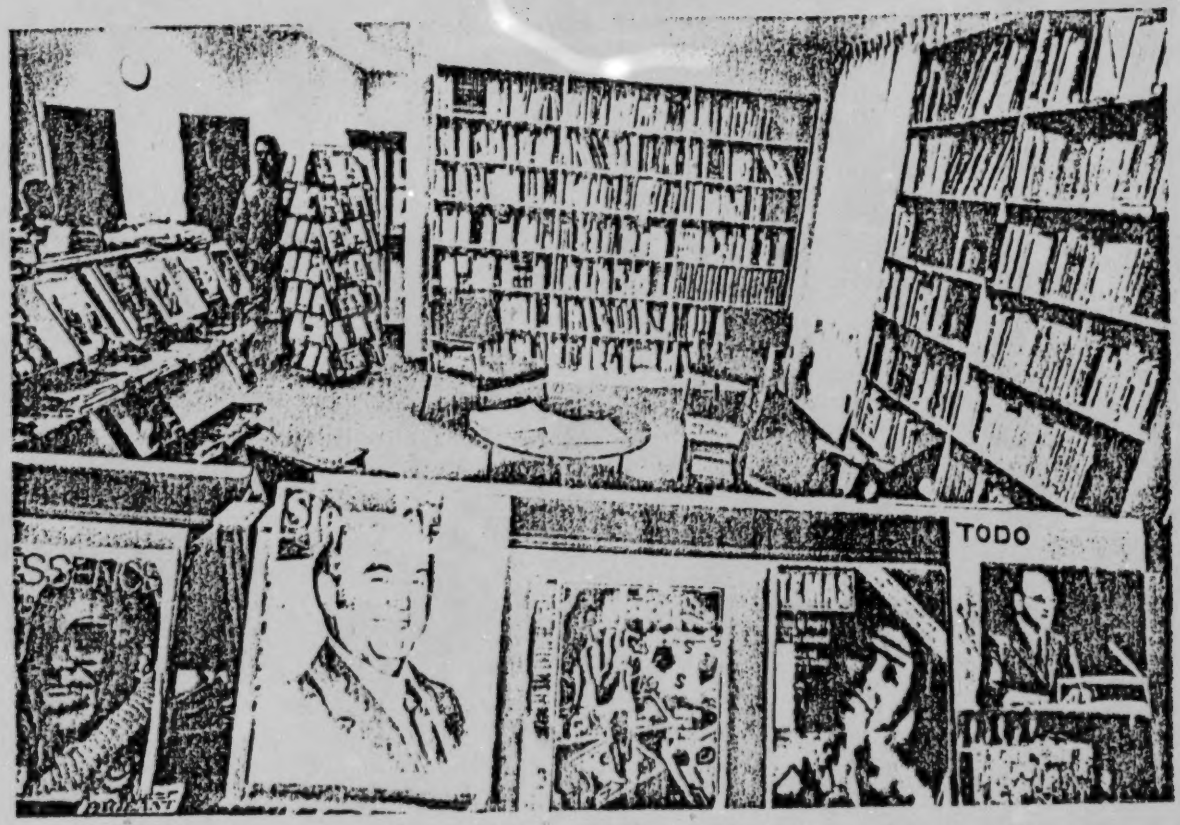

Figure 3. The Periodicals Area of the Latin American Library.

print collections. San Jose Public reported that a good deal of their print collection circulates to non-Spanish speakers. The Latin American Library has a well developed art and study print collection that is well used by the members of the community. The Latin American Library and Gilroy Public Library reported having Chicano collections that were well used by students in those communities.

The Fair Oaks Branch of Redwood City Public, Gilroy Public, and the Spanish Services Project of Alameda County reported that games were well used in their communities. Gilroy Public reported having a copy of Monopoly in Spanish which is well used there.

Sunnyvale Public Library has a sizeable pamphlet collection which has been in existence for four years. A Spanish language card catalog has been developed for this pamphlet collection.

V. Non Print Materials and Equipment in the Library

The librarians were asked to list and rank in order of use the media materials available in their libraries. Their responses have been tallied and a simplified list of the findings is presented in Table 7.

TABLE 7

MEDIA MATERIALS IN COLLECTION AND USED BY THE COMMUNITY

Type of Media	Number of Libraries	Percent of Total
disc records	17	100%
16mm films	13	76%
8mm films	10	59%
cassettes	6	35%
filmstrips	5	29%

It was found that records are the most commonly used items among the non-print materials in the libraries. All of the libraries in the study reported having records in their collections. It was also found that 16mm films are used in serving the Spanish speaking communities in the San Francisco Bay Area. Both 8mm and 16mm films are well used in Santa Clara County.

The Richmond Public Library uses video equipment in serving the Spanish speaking. In that area community events are videotaped and are later shown in the schools, and to groups and community organizations at their convenience. This videotape service has been well received in convalescent hospitals and in senior citizens homes where the people are not always able to attend community activities and events.

VI. Reference Services

Only one library in the survey did not have a basic reference collection in English. This library is the Spanish Services Project of Alameda County. At the time of the survey they were just beginning to build their collection of materials.

Eight of the seventeen libraries did not have a basic reference collection in Spanish. While the writer did not attempt to define a basic reference collection in Spanish it was conveyed to the librarians at the time of the interview that a basic reference collection was an adequate number of Spanish language materials to answer the majority of the reference questions from the Spanish speaking members of the community. Some librarians considered a basic reference collection in Spanish a Spanish language encyclopedia, a Spanish language almanac, and a Spanish language medical dictionary or other similar materials.

Figure 4. The Foreign Language Collection at the San Jose Public Library.

Four of the seventeen libraries surveyed responded that they did not receive many telephone reference requests from the Spanish speaking residents in their communities. The larger public libraries, Richmond Public, San Francisco Public, and San Jose Public reported that they had special lists next to the telephones in the library so that a foreign language telephone request could be channeled to a bilingual library worker who could assist the patron with his/her request.

Eight of the seventeen libraries reported that they offered a Community Information Center type of service to the members of the community. In San Francisco it was stated that they did not offer this type of service because there were already community organizations providing this service.

VII. Public Relations

The librarians were asked which public relations methods they had used in reaching and serving the public. A summary of their responses are presented in Table 8.

TABLE 8

PUBLIC RELATIONS METHODS UTILIZED BY THE LIBRARIES

Method	Number of Libraries	Percent of Total
newspaper	11	65%
library publication, flyers	4	24%
radio	6	35%
television	4	24%
personal contacts	13	76%
community organizations	14	82%
church organizations	9	55%
schools	9	55%

The most widely used method of public relations was through communication with community organizations. Personal contacts and newspaper announcements were also widely accepted methods of reaching the public. Many of the librarians interviewed expressed that they felt that the only means of getting good community support from the Spanish speaking was through close personal contact with them and their organizations. These librarians expressed that this close rapport is especially important when new projects and programs are begun.

Twelve of the seventeen libraries reported that they had conducted either a formal or informal survey of the community. Eight of these twelve libraries had conducted surveys that addressed the needs of serving the Spanish speaking. The surveys that related to serving the needs and interests of the Spanish speaking group will be listed below.

The Latin American Library reported that they had conducted a survey in 1971 to determine those types of materials that the Spanish community wanted in the library.

The Mountain View Library conducted a general service survey and one part of that survey was an attempt to serve the Spanish community.

The Fair Oaks Branch of the Redwood City Library conducted an informal survey to determine the patrons interests.

The San Francisco Mission Branch reported that the Third World Librarians Coalition was going to conduct a survey of the community at some future date.

San Jose Public Library was conducting a survey of the Sacred Heart Area where a new branch of the library would soon be opened. A more complete discussion of this survey will be placed in the appendix section of this paper.

The Servicios Bibliotecarios Para La Raza project in San Mateo County reported that they had conducted an informal survey of the community to determine patron needs and interests.

The Spanish Services Project of Alameda County and the Union City Library reported that a survey had been conducted in their area in 1972 by Sarah Prince, a librarianship student at San Jose State University. The title of this study is "A Survey of the Library Use and Needs of the Chicano Population in Union City, California."

VIII. Programs of Service.

The librarians were asked to name and describe the programs and services that were provided by their libraries to meet the needs and interests of the Spanish community. Their responses were tallied and are presented in Table 9.

TABLE 9

LIBRARY PROGRAMS AND SERVICES OFFERED

TO MEET THE NEEDS AND INTERESTS OF THE SPANISH COMMUNITY

Service	Number of Libraries	Percent of Total
Cultural Events	14	82%
Story Hour	16	94%
Movies	15	88%
Childrens Programs	15	88%
Young Adult Programs	12	70%
Craft Programs	15	88%
Bookmobile Service	8	47%

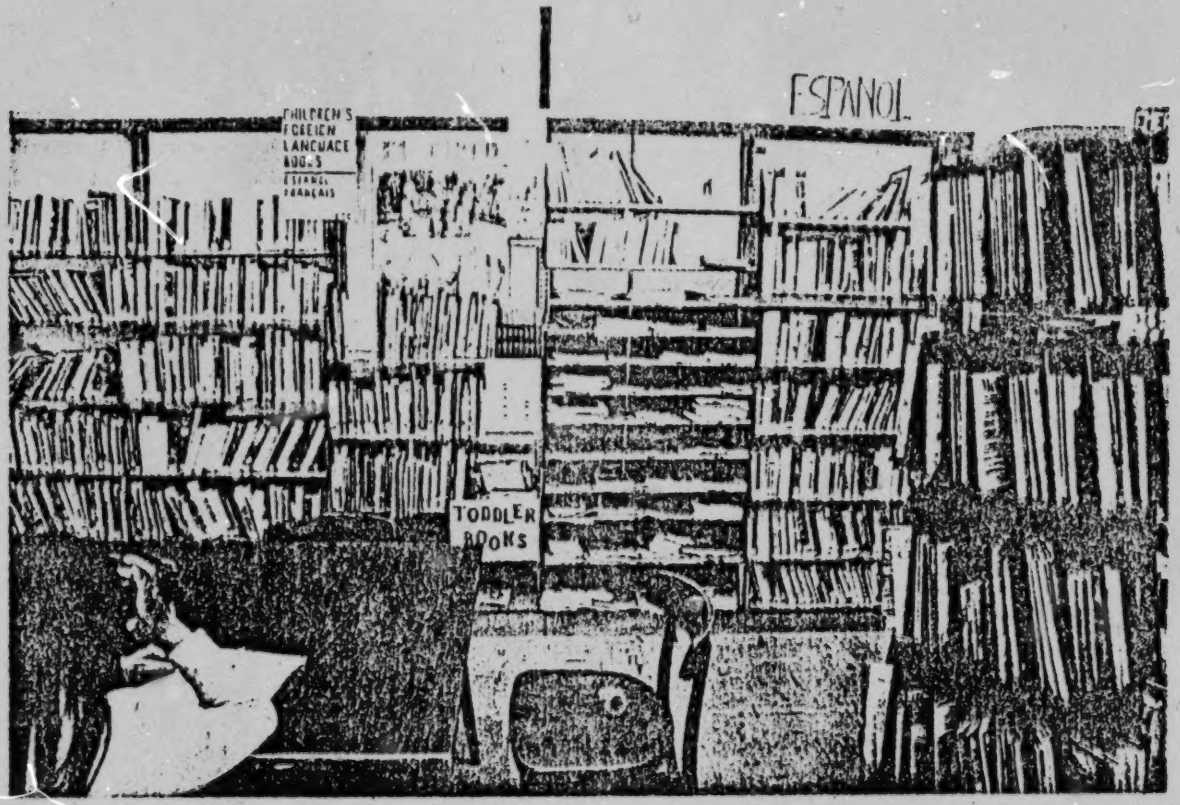

Figure 5. The Foreign Language Collection at the Alum Rock Branch of the Santa Clara County Library.

At the time of the interview many of the librarians expressed that their programs of service to the Spanish speaking were not as regularly scheduled as similar programs offered to the total population. Some of the librarians stated that the bilingual programs were often handled by the bilingual librarians from other libraries in the system. Some of the figures listed in Table 9 may not be representative of the regularly scheduled programs offered to the Spanish speaking segment of the community. What is important is the fact that these services to the Spanish speaking do exist either on a regular or irregular basis.

The story hour is the most widely offered service among the libraries in the survey. Movies, craft programs, and childrens programs are also widely offered with 88% of the libraries offering these services. Cultural programs such as Cinco de Mayo were offered in 82% of the libraries. The librarians stated that these programs were offered in the library, in the schools, or at community events outside the library. Bookmobile service to the Spanish speaking community was offered by 47% of the libraries in the study.

IX. How Do You Consider the Use of Your Facilities By the Members of the Spanish Speaking Community?

When asked this question thirteen librarians or 72% rated the use of their facilities by the Spanish speaking as excellent. Four librarians or 22% rated their use as good, and three librarians or 16% rated their use as fair. One librarian rated the use of the facilities by the members of the Spanish community as poor. Several of the librarians expressed that they needed to do more public relations work to bring the Spanish speaking members of the community into the library.

X. Comments

The librarians were asked if there were any comments that they wanted to make in regards to serving the Spanish speaking. A brief listing of their comments will follow.

The Fremont Public Library stated that they work closely with the Spanish Services Project and that much of their collection of Spanish language materials was given to them as duplicates from the Union City Library. They stated that they needed to do more public relations work to bring the Spanish speaking segment of the community into the library.

The librarians at the Gilroy Public Library stated that they would be offering a Spanish language movie program in the Spring. They have a well developed YA program and will soon have announcements and programs from the library on cable television. Just recently the writer has learned that applications are being taken for a bilingual librarian position in the Santa Clara County Library System for the Gilroy Public Library.

The librarian at the Latin American Library, Kathleen Ouye, had worked in the Inner City Mobile Unit of the Los Angeles Public Library before coming to the Latin American Library. She stated that service programs to the Spanish speaking were more developed in Northern California than in Southern California. She stated that programs in Southern California are just now being developed and that the majority of the programs offered there lag behind the programs offered in the San Francisco Bay Area. At the time of the interview the Latin American Library had only been in their new location for two weeks. They are now located in the Spanish Speaking Unity Council Complex and they look

forward to having better cooperation with many of the community organizations also housed in the complex.

The Latin American Library has a well developed collection of materials and they offer a variety of programs and services to the Spanish speaking community. One unique display rack in the childrens area of the library contains the comic strip sections of the English and Spanish Sunday newspapers. The librarian stated that many children come into the library just to see and read the comics in English and Spanish. The Latin American Library has abstracted and taken clippings from the Spanish language newspapers and magazines and developed these into an enormous pamphlet-print collection.

The librarians at the Morgan Hill Branch of the Santa Clara County Library System stated that they were not getting as many Spanish speaking people into the library as they would like. They have been purchasing a number of Spanish language materials but they are not being used much. Many of the library's services and programs are for the children in the community.

The librarian at the Mountain View Public Library stated that he hopes some day to establish good library-community relations. At the time of the study library use by members of the Spanish community is not very extensive.

The librarian at the Fair Oaks Branch of the Redwood City Public Library stated that about 60% of their patrons are Spanish speaking. Their record collection is very well used but other circulation is not very good. Many of the materials in their collection are for the young adult segment of the community.

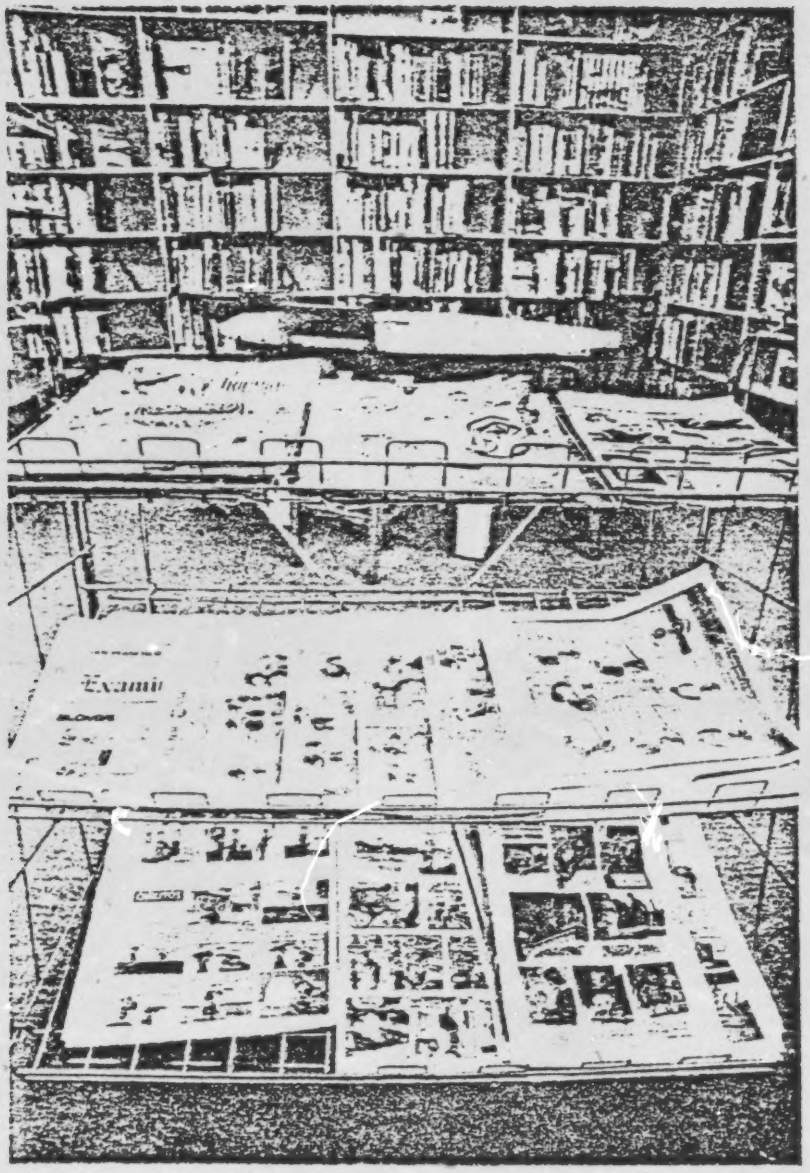

Figure 6. The Latin American Library's Sunday Comics Display Rack of English and Spanish Language Newspapers.

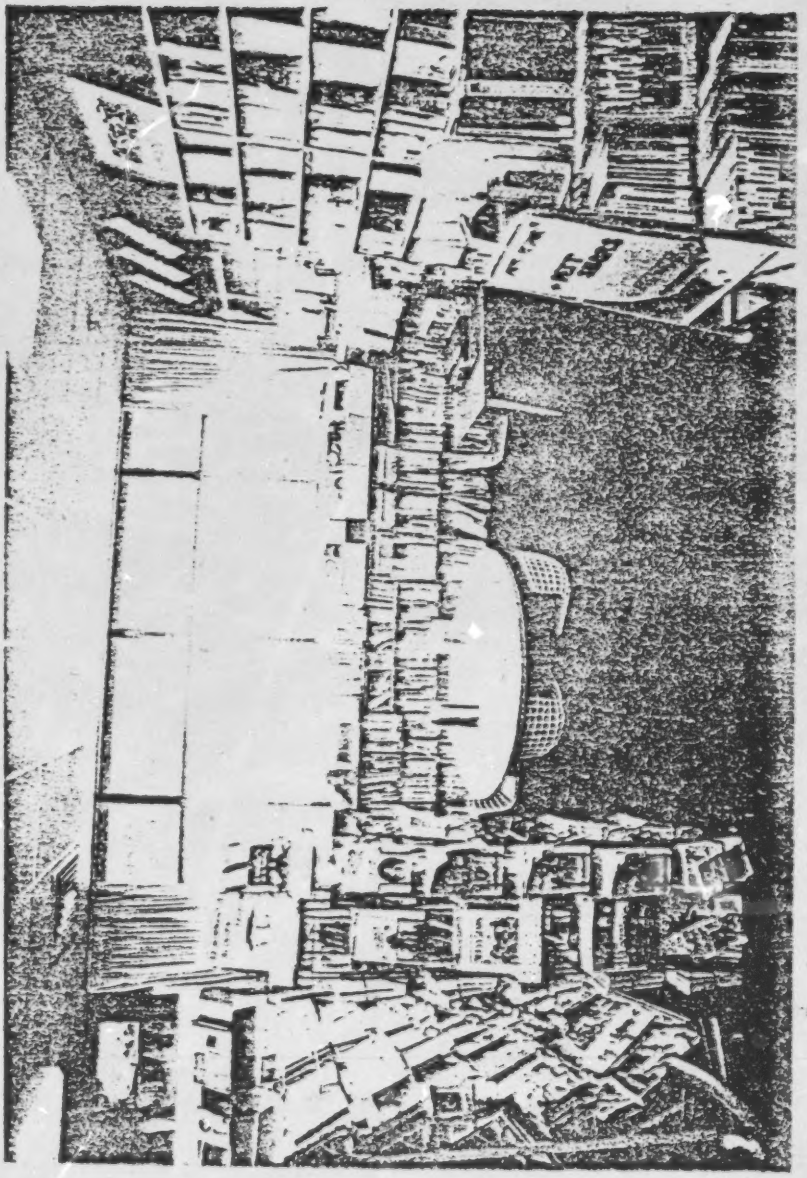

Figure 7. The Fair Oaks Branch of the Redwood City Public Library.

The Richmond Public Library uses a unique approach to serving the community through their bookmobile project. They use video equipment. This is the only library in the survey that reported using video in serving the community. The librarian at the Richmond Public Library stated that even the non-users of the library were familiar with the Mobil Outreach Project. Much of their service to the Spanish speaking is administered through this bookmobile project.

The librarian interviewed at San Francisco Main stated that many of their reference questions were related to academic or scholarly studies. Many of the special Spanish services are administered through the branches.

The Mission Branch of the San Francisco Public Library offers a variety of services to the Spanish speaking community. The librarians in the branch do their own Spanish language cataloging of materials. The bookmobile has special stops for the Spanish speaking in the area.

At San Jose Public Ms. Susan Fuller discussed the new branch that would be opening to serve the Spanish speaking in the Sacred Heart-Gardner District of San Jose. At the time of this survey a group of librarianship students at San Jose State University were administering a door to door survey of the community to determine their needs and interests. Discussion of this survey of the Gardner District will follow in Appendix D.

The East Branch of the San Jose Public Library offers a number of programs and services to the Spanish speaking. The librarian stated that about 30% of their patrons were Chicanos. Many of their services are aimed at the children in the area.

Figure 8. The Spanish Language Collection at the Hillview Branch of the San Jose Public Library.

The Hillview Branch of the San Jose Public Library also offers a variety of programs to children. The librarian interviewed there stated that they are growing and developing new services to serve the entire community in the area.

Estela Monzon at the Servicios Bibliotecarios Para La Raza Project of the Peninsula Library System stated that it is important to get actively involved in the community you are serving. They offer a variety of outreach programs to the Spanish speaking through their bookmobile service and through work with the libraries in the system.

At the Alum Rock Branch of the Santa Clara County Library the librarian stated that many of their patrons have troubles in using the book catalog. Usually these problems can be resolved with assistance from one of their bilingual workers. The librarian also stated that the collection is growing and developing and that use of the facilities by members of the Spanish community is improving. Many of their Spanish language materials were donated to the library by the Mexican Consul in 1965.

Michael Alaniz of the Spanish Services Project of the Alameda County Library stated that their location is a hindrance to good community use of the facilities. They are presently located in an industrial complex. He stated that recruitment of Chicano librarians is a prime concern of the profession today. He has been instrumental in the development Bibliotecas Para La Gente, a new organization devoted to improving library services to the Spanish speaking in the San Francisco Bay Area.

At the Sunnyvale Public Library it was reported that their Spanish use is not tremendous but is substantial. The librarian stated

Figure 9. Estela Monzon, director of the Servicios Bibliotecarios Para La Raza Project of the Peninsula Library System.

that one reason for this is the low percentage of Spanish speaking residents in the area. They have not attempted many programs to bring the Spanish speaking into the library.

Ms. Nelly Fernandez at the Union City Library stated that "Working with minority people is a labor of love." She stressed that in serving a minority it is important that they sense your willingness to help and serve them. In order to do this you must be equal to them, interested in their affairs and activities. She stated that in order to serve them well it is important that you have a good understanding and knowlege of the people you are serving and your library must create a comfortable atmosphere for them.

Figure 10. The Spanish Language Periodicals Area of the Union City Library.

CHAPTER IV

DISCUSSION AND IMPLICATIONS OF THE STUDY

Comparison of the Findings with Earlier Study

In 1967 a survey of library services to Mexican-Americans in California was conducted by Benjamin Pin Liu, a librarianship student at San Jose State University. His survey monitored library services offered in 26 libraries throughout the state. At the time of his study libraries were just beginning to offer services to this group. A brief comparison of the findings of his 1967 study and the present study will be presented here.

In 1967 it was found that only thirteen libraries responding to the survey had adapted their services to meet the needs of the Mexican-American group. In the present study eighteen libraries were identified as offering specialized services to the Spanish speaking in the San Francisco Bay Area. This is an encouraging development showing that attention is presently being given to the Spanish speaking segment of the community.

Liu found that there appeared to be a lack of public library surveys to determine the size of the Spanish speaking population in their communities. He found in 1967 that 96% of the libraries responding to his survey hadn't conducted surveys to determine the size of the Mexican-American population in their communities. In the present study it was found that twelve of the libraries in the survey had conducted surveys of their communities. Eight of these twelve surveys were related to determining the needs and interests of the Spanish speaking in their communities.

In the present study fourteen libraries or 82% had at least one Spanish speaking librarian on the staff. Liu found only eighteen libraries in the state or 69% that had a librarian or library assistant that spoke Spanish. Eventhough it appears that the situation is improving librarians interviewed in the present survey expressed that there is a tremendous need for bilingual librarians to staff these programs.

The size of the Spanish language collections in the libraries appears to have improved. In 1967 Liu found that 38% of the libraries had fewer than 800 Spanish language volumes. In the present study only three libraries or 18% had fewer than 1000 volumes.

Liu found that 77% of the libraries in his study had Spanish language periodicals. All of the libraries in the present study had at least one Spanish language title. Liu found that 66% of the libraries had fewer than six Spanish language periodicals. Seven of the seventeen libraries in the present study, or 41%, reported having fewer than ten Spanish language periodicals. It appears that the foreign language periodical collections have not changed considerably. This is surprising because all of the libraries in the present study reported that their periodicals (magazines) were well used by the members of the community.

In 1967 Liu found that only 53% of the libraries had exhibits or displays related to the Spanish speaking community. Nearly all of the libraries in the present study reported having displays of this type.

The most dramatic change appears to have happened in the area of childrens story hour. Liu found only one library in his study that reported having story hour in Spanish. Ninety-four percent of the libraries in the present survey reported having offered this service.

In the area of public relations it was found in 1967 that librarians found personal contacts the most effective method of reaching the Spanish speaking community. While this survey did not attempt to determine which method was most effective, it was found that 76% of the librarians utilized the personal contact method. The most commonly used method for reaching the Spanish speaking in the present study was through community organizations, with 82% of the librarians utilizing this technique.

In conclusion it appears that there have been some changes in the variety and scope of services to the Spanish speaking. In general it appears that collection size has increased and that more librarians today recognize the needs of the Spanish speaking and are attempting to serve them.

Objective Evidence and its Meaning

A considerable amount of objective data was gathered in the present study. In the previous chapter this data was objectively presented, and listed in tables so that it could be presented in a systematic, orderly manner.

The data that was gathered presents a general description of library services to the Spanish speaking in the San Francisco Bay Area. It was found that a number and variety of programs are offered to this group. The level of service offered by the libraries ranges from minimal to extensive, with some libraries devoting a major portion of their resources and efforts to the members of this group. The more outstanding programs of service offered in the area have been identified and are listed in Appendix B.

It was found that the average library in the study has 5.5 bilingual staff workers. This is encouraging because it shows that the libraries have qualified bilingual staff workers that could be called in to assist the non-Spanish speaking librarian when the Spanish speaking patron needs assistance.

The percentage of Spanish speaking residents in each of the communities served by the libraries was also identified. The percentages that are listed in column four of Table 2 were determined from the 1970 Census statistics. A number of articles have appeared showing that an undercount of the Spanish population took place in the 1970 Census. Therefore the figures listed in columns three and four of Table 2 may be modest estimates of the true population and true percentage of Spanish surnamed residents in the state.

The percentage of Spanish surnamed residents in each of the communities also varies greatly. The largest percentage of Spanish surnamed residents were found to live in Union City where the Spanish surnamed group comprises 38.6% of the total population. Two outstanding programs of service are located in that community. They are the Spanish Services Project of Alameda County and the Union City Library. This is a reassuring finding.

Table 3 lists sources of funding and length of service of the libraries in the survey. It was found that five libraries have received federal funding and support. When the names of these five libraries are checked with the libraries listed in Appendix B, Resource Libraries Within the San Francisco Bay Area, we find that four of these five federally supported projects have been identified as outstand-

Figure 11. The Union City Library.

Figure 12. The Azteca Mobil of the Spanish Services Project of the Alameda County Library.

ing. It was also learned during the survey that the Fair Oaks Branch of the Redwood City Library is located in a complex that was purchased with federal funds. This shows that some of the more outstanding programs offered to the Spanish speaking have been developed with federal funding.

The sizes of the book and periodical collections in each of the libraries were identified and listed in Table 5. It was found that the largest Spanish language book collections are in the Latin American Library and the Union City Library. The largest Spanish language periodical collection was found to exist in the San Francisco Public Library where they have over one hundred Spanish language titles.

The print materials receiving good use by the members of the Spanish community were determined and listed in Table 6. Table 7 lists the non-print (media) materials that were available and used by the members of the community. It was found that records in both Spanish and English were well used. Comments by the librarians showed that the "how to learn to speak" records were extensively used by the monolingual Spanish speakers. The librarians stated that 16mm films were often used in group presentations.

In the area of public relations it was found that communication through community organizations was the most commonly used method of the librarians in the study. Many librarians expressed that the only truely effective method was through close personal contact with the people and their organizations. It was stated frequently that it was beneficial to participate in many of the community's events and activities.

It was found in Table 9 that childrens story hour in Spanish

was the service program most commonly offered by the libraries. Movies, craft programs, and cultural events were also frequently offered. It was found that bookmobile service was offered by 47% of the libraries in the survey.

Implications for the Problem

The data reveals that a variety of programs and services are being provided to the Spanish speaking in the San Francisco Bay Area. It also reveals that some of the Spanish speaking communities in the Bay Area are not being served. It appears that services and collections to this group in Santa Clara County lags behind the level of service offered in the other counties. In Appendix B it was found that three outstanding programs of service exist in Alameda County. Two outstanding programs were identified in San Mateo County and none were identified in Santa Clara County. However, the situation in Santa Clara County is changing.

At the time of this survey it was learned that another survey was being conducted for a program development in Santa Clara County. Federal monies were granted to the San Jose Public Library to develop a new branch in the Sacred Heart-Gardner District of San Jose. A discussion of this development has been included in Appendix D. It was also learned that Gilroy Public Library will soon have a new bilingual librarian position filled which should improve services to the group in that community. It is important that Gilroy have a bilingual librarian to coordinate services there because it was learned that 36% of the total population in that community is Spanish surnamed. This too is a reassuring development.

The comparison of the findings of this survey with the findings of an earlier survey revealed that the level and number of programs of service offered to this group appears to have improved since 1967. However, it should not be considered that the situation has improved to the extent that the Spanish speaking group and their needs may now be forgotten. There is much that needs to be done.

Suggestions for Further Research

There exists a tremendous need for research in the field of library services to the Spanish speaking. If the library hopes to offer and provide equal services to all the members of the community we must know their needs and we must let them know that the library has something to offer them.

It was found in the literature that the library is misunderstood by many Spanish speakers. Robert Haro and others have shown that the American Public Library concept of library service does not exist in many of the Latin American Countries. Therefore, these people must be educated so that they can understand the library and what it has to offer them. This is one area where research is needed.

The investigation into the literature revealed that relatively little has been done in the area of surveys of services to this group. Only two surveys of this type were located in the literature. As the second largest minority in the United States they should merit greater attention and recognition than they have received in the past. This is particularly true in California and the Southwest where a large concentration of Spanish surnamed persons have been found to reside.

It is hoped that other surveys of this type will be conducted to monitor and check the growth and development of special programs serving this group. There exists a tremendous need for research and surveys to be done in regional areas so that communication and cooperation may ultimately develop among the libraries serving special groups. It was revealed to the writer during the survey that relatively little communication exists among the libraries serving this group. This situation may change with the development of a new organization in the Bay Area (described in Appendix D) but changes are usually slow and much needs to be done to unify the libraries and librarians serving this group. Through the administration of surveys of this type it is hoped that better communication and ultimately cooperation may be developed among libraries serving the Spanish speaking group.

Research describing library services to the Spanish speaking has been minimal. Many areas are open to further research in this rapidly growing and rapidly changing field. The library has much to offer the Spanish speaking, and they have much to offer the library and the community it serves.

Figure 13. Persons attending the first meeting of Bibliotecas Para la Gente, a new organization devoted to improving library services to the Spanish speaking in the San Francisco Bay Area. (left to right) Michael Alaniz of the Spanish Services Project, Debby Cornue and Francisco Pinell of the Mission Branch of San Francisco Public, Yolanda Cuesta, the State Library Consultant on Minority Services, and Bill Ramirez, Head of San Francisco Public Library.

CHAPTER V

SUMMARY AND CONCLUSIONS

Results of the Study

As a result of the survey eighteen libraries in the San Francisco Bay Area were identified as providing special services or collections for the Spanish speaking in their communities. The names and addresses of these libraries have been listed in Appendix A. Five of the eighteen libraries were identified as Resource Libraries Within the San Francisco Bay Area. These five were labeled as such because they have sizeable Spanish collections and offer a variety of services and programs to the Spanish speaking in their communities. The names and addresses of these libraries are presented in Appendix B.

In addition to the lists of libraries a list of resource persons actively involved in serving the group was established. These librarians were labeled resource persons because they are and have been actively involved in serving the Spanish speaking segment of the community. The list of resource persons on service to the Spanish speaking is presented in Appendix C. The librarian developing new programs of service could consult them for advice and assistance.

It was also learned durning the study that a new organization of librarians and others interested in improving library service to the Spanish speaking was being developed in the San Francisco Bay Area. The first meeting of this organization was held on January 14, 1976 in the Commission Room of the San Francisco Public Library. A description of the meeting is presented in Appendix D.

The findings of the present study were compared with the findings of an earlier study and it was found that the number of libraries providing services to the Spanish speaking has increased since 1967. It was also found that the size of the Spanish language collections in the libraries have increased since 1967. The number of libraries conducting surveys of their communities has also increased. A substantial amount of data was gathered describing programs of service offered by the public libraries in the San Francisco Bay Area. One librarian reported that the level of service provided to this group in the Bay Area is greater than it is in Southern California where the Spanish population is much larger.

Defense of the Hypotheses

The sizes of the Spanish surnamed populations in each of the counties of the study were identified and listed in Table 2. Santa Clara County is the largest with an estimated 130 thousand Spanish surnamed residents. Alameda County is next largest with approximately 89 thousand Spanish surnamed residents. San Francisco County contains roughly 55 thousand, San Mateo contains 34 thousand, and Contra Costa is the smallest with 32 thousand Spanish surnamed residents.

From the first hypothesis in the study we would have expected to find some outstanding programs of service to this group in Santa Clara County. It appears however that this is not the case. There are no libraries from Santa Clara County in Appendix B, Resource Libraries Within the San Francisco Bay Area. The situation in this county is changing with the development of a new branch of the San Jose Public Library and with the addition of a new bilingual librarian in the Gilroy

Public Library to coordinate services there to the Spanish speaking in the community.

Alameda County with the second largest Spanish speaking population in the study offers a variety of specialized programs. The Latin American Library, the Union City Library, and the Spanish Services Project in that county are some of the outstanding programs of service in the state of California. Each of these programs has been developed with assistance and support from the federal funds allocated by the Library Services and Construction Act of 1964.

The second hypothesis of the study was that the outstanding programs in existence today have been developed as a result of federal funding. If we compare Appendix B, the list of Resource Libraries Within the San Francisco Bay Area, with Table 3, the sources of funding, we find that four of the five outstanding programs were developed as a result of federal funding. In addition, we find that the Fair Oaks Branch of the Redwood City Library is located in a complex that was purchased with federal funds. We may conclude then that the outstanding programs of service offered in the San Francisco Bay Area have been developed as a result of federal funding.

Conclusion

This study has shown that eighteen public libraries in the San Francisco Bay Area are providing services to the Spanish speaking in their communities.

As a result of the comparison of the findings of this study with the findings of an earlier study it was found that a greater number and variety of programs are being offered today than were offered ten

years ago.

The more enterprising public libraries serving the Spanish speaking in the Bay Area were identified and a general description of the services and programs offered in these libraries has been presented. Resource persons and libraries in the field of serving the Spanish speaking were identified and are listed in the appendices of this paper.

During the course of the survey it was found that new developments are taking place in the field of library services to the Spanish speaking. Among the developments is a new branch of the San Jose Public Library, a new bilingual librarian position has been opened in the Gilroy Public Library, and a new organization of librarians and others interested in improving library services to the Spanish speaking in the San Francisco Bay Area.

It was also found that relatively little has been written in the area of serving the Spanish speaking. There is much that needs to be done to make the library aware of the needs of this group and there is much that needs to be done to show the members of this group that the library exists and has a service to offer them. It is hoped that other surveys of this type will be done to check and monitor the growth and development of service programs to this and other groups. Through the administration of other surveys of this type communication and cooperation among libraries serving special groups may one day be a reality.

APPENDIX A

LIBRARIES INCLUDED IN THIS SURVEY

Fremont Public Library, Alameda County. 39770 Paseo Padre Way, Fremont.
792-8555 Mon.-Thurs. 10-9, Fri. & Sat. 10-6.

Gilroy Public Library, Santa Clara County. 7387 Rosanna, Gilroy.
842-8207 Mon.-Thurs. 10-9, Fri. & Sat. 10-6.

Latin American Library, Oakland Public Library. 1900 Fruitvale. Oakland.
532-7882 Mon., Wed., Fri. & Sat. 10-5:30, Tues. & Thurs. 10-8.

Morgan Hill Branch Library, Santa Clara County. 17575 Peak, Morgan Hill.
779-3196 Mon.-Thurs. 10-9, Fri. & Sat. 10-6.

Mountain View Public Library. 585 Franklin, Mountain View.
968-6595 Mon.-Thurs. 10-9, Fri. 2-6, Sat. 10-6, Sun. 2-5.

Redwood City Public Library, Fair Oaks Branch. 2600 Middlefield Road
364-5050 Mon.-Thurs. 1-7, Fri. & Sat. 1-5. Redwood City.

Richmond Public Library Civic Center and MacDonald Ave., Richmond.
234-6632 Mon.-Thurs. 9-9, Fri. & Sat. 9-6, Sun. 2-5.

San Francisco Public Library, Main Branch. Civic Center, San Francisco.
558-3511 (literature dept.) Mon.-Thurs. 9-9, Fri. & Sat. 9-6,
Sunday 1-6.

San Francisco Public, Mission Branch. 3359 24th Street, San Francisco.
824-2810 Mon. 1-9, Tues. & Wed. 10-9, Thurs. & Sat. 10-6, Fri. 1-6.

San Jose Public Library, Main Branch. 180 W. San Carlos, San Jose.
287-2788 Mon. 12-9, Tues.-Thurs. 9-9, Fri. & Sat. 9-6.

San Jose Public, East Branch. 1102 E. Santa Clara, San Jose.
294-5054 Closed Mon. Tues.-Wed. 10-9, Thurs. 12-9, Fri. & Sat. 10-6.

San Jose Public, Hillview Branch. 2255 Ocala Ave., San Jose.
251-2066 Mon. 12-9, Tues. & Wed. 10-9, Thurs. 12-9 Fri. & Sat. 10-6.

San Mateo County, Belmont, Servicios Bibliotecarios Para La Raza.
349-7168 25 Tower Road, Belmont. Mon.-Fri. 8:30-5:00.

Santa Clara County Library, Administration and Bookmobile.
1095 N. 7th Street, San Jose. Mon.-Fri. 8:30-5:00.
293-2326

Santa Clara County Library, Alum Rock Branch. 2874 Alum Rock, San Jose.
251-1280 Mon.-Thurs. 10-9, Fri. & Sat. 10-6.

Spanish Services-Southern Alameda County, Alameda County Library
489-1040 33447 Western Ave., Union City.
Mon.-Fri. 9-5:30, Sat. 9-5:30.

Sunnyvale Public Library. 665 W. Olive Ave., Sunnyvale.
245-9171 Mon.-Thurs. 9-9, Fri. 9-6, Sat. 9-5, Sun. 1-5.

Union City Library, Alameda County. 33942 Alvarado Niles Road, Union City.
471-2996 Mon.-Wed. 12-9, Thurs.-Sat. 10-6.

APPENDIX B

RESOURCE LIBRARIES WITHIN THE SAN FRANCISCO BAY AREA

Latin American Library, Oakland Public Library.
1900 Fruitvale Ave., Oakland, California 94606
Ms. Kathleen Ouye, Librarian (415)532-7882

Redwood City Public Library, Fair Oaks Branch.
2600 Middlefield Road, Redwood City, California 94063
Mary Frances Johnson, Librarian (415)364-5050

Servicios Bibliotecarios Para la Raza, San Mateo County.
25 Tower Road, Belmont, California 94002
Estela Monzon, Director (415)349-7168

Spanish Services, Alameda County Library.
33447 Western Ave., Union City, California 94587
Michael Alaniz, Librarian (415)489-1040

Union City Library, Alameda County.
33942 Alvarado-Niles Road, Union City, California 94587
Nelly Fernandez, Librarian (415)471-2996

APPENDIX C

RESOURCE PERSONS ON SERVING THE SPANISH SPEAKING

Michael A. Alaniz--Spanish Services, Alameda County Library.
33447 Western Ave., Union City, California. 94587
(415)489-1040

Yolanda Cuesta--Special Consultant for Library Services to Minorities and the Disadvantaged. California State Library.
P.O. Box 2037, Sacramento, California. 95809
(916)445-4730

Nelly Fernandez--Union City Library, Alameda County.
33942 Alvarado Niles Road, Union City, California. 94587
(415)471-2996

Estela Monzon--Servicios Bibliotecarios Para la Raza, Peninsula Library System. 25 Tower Road, Belmont, California. 94002
(415)349-7168

Kathleen Ouye--Latin American Library, Oakland Public Library.
1900 Fruitvale Ave., Oakland, California. 94606
(415)532-7882

Bill Ramirez--San Francisco Public Library, Main Library.
Civic Center, San Francisco, California. 94102

APPENDIX D

RECENT DEVELOPMENTS

A New Organization--Bibliotecas Para La Gente

On January 14, 1976, the writer attended a meeting of this new organization whose goals are to improve library service to the Spanish speaking in the San Francisco Bay Area. A photograph of the persons attending this first meeting is presented in Figure 13. The group was called together by Michael Alaniz of the Spanish Services Project of the Alameda County Library and the meeting was held in the third floor Commission Room of the San Francisco Public Library.

At this first meeting it was decided that there is a tremendous need to improve and develop library services to the Spanish speaking in this area. It was decided that the group will serve as a clearing-house of information providing the following services:

1. dissemination of bibliographies of materials
2. providing job assistance and referrals
3. reviewing of materials, booklists, guidelines and sourcelists for materials
4. assistance in reference questions
5. establishing lists of resource persons and places in the area.

The second meeting of the group was held in the Mission Branch of the San Francisco Public Library on March 10, 1976. It was at this meeting that the title, "Bibliotecas Para La Gente" was chosen for the organization. It was decided that the address for the group would be 33447 Western Ave., Union City, California, 94587. Michael Alaniz was selected as the leader for the organization, with Yolanda Cuesta, the taker of the minutes for the organization.

At the second meeting it was decided that one of the priorities of the group would be to develop a bibliography of a basic collection of Spanish language books. It was also decided that the group would establish lists of best books in Spanish for each year. Francisco Pinell read a flyer for the organization that he had written that described the goals of the group. This flyer was to be circulated to the libraries in the Bay Area so that those interested could be made aware of the organizations existence. It was decided that the dues for the organization would be $3.00/year. The next meeting would be held May 12, 1976 in the San Mateo City Library.

New Branch of the San Jose Public Library

At the time of this survey a new branch of the San Jose Public Library was being developed. It was learned that an LSCA grant of $127,000. was allocated to the San Jose Public Library to develop a new branch in the Sacred Heart-Gardner District of the city. At the time of this study a survey of that community was being conducted by a group of librarianship students at San Jose State University to determine the needs and interests of the members of that community.

Ms. Susan Fuller, the project coordinator, was contacted and she stated that the branch is scheduled to open in mid-April, 1976. The branch will have two full time bilingual librarians and one part time bilingual staff clerk.

A number of persons have been involved in the development of this branch. Ms. Susan Fuller contacted Dr. Stuart Baillie of the Department of Librarianship to determine if there were any students in the department that would be interested in administering a survey

of the Sacred Heart-Gardner District to determine the needs and interests of the members of that community. Some 400 households were surveyed door-to-door by the students administering the questionaires. Two students from the Mexican American Graduate Studies Department assisted the librarianship students in the survey of the community. These students from the Mexican American Graduate Studies Department were Enrique Angulo and George Cortes. Eight students in the Department of Librarianship worked with this project. Their names are: Jay Johnstone, Linda Meyer, Jane Nobles, Elanor Pahl, Jeff Paul, Bron Rasmussen, Tom Rettig, and Tom Schumaker, statistician for the group. The interested reader should check in the collection of the Department of Librarianship of San Jose State University for the report and findings of this group.

APPENDIX E

A SURVEY OF LIBRARY SERVICE TO THE SPANISH-SPEAKING IN THE PUBLIC LIBRARIES OF THE SAN FRANCISCO BAY AREA

The objective of this study is to determine the present state of library service to the Spanish-speaking in selected public libraries of the San Francisco Bay Area. You have been selected because your library has been identified as providing special programs and services to a Spanish-speaking community. It is hoped that this study may (1) promote better cooperation among libraries serving this group (2) facilitate the task of the librarian in creating services through the establishment of general characteristics of library service to the Spanish-speaking community.

NAME OF LIBRARY_____

ADDRESS_____

HOURS OF SERVICE: Mon-Fri_____weekends?_____

I. SIZE OF COMMUNITY SERVED BY LIBRARY (estimate)
Population_____ Spanish-speaking in area_____%
Area (if applicable)_____

II. HOW LONG HAS YOUR LIBRARY BEEN PROVIDING SPECIALIZED SERVICE TO THE SPANISH COMMUNITY?_____

III. WHERE DID ORIGINAL FUNDS COME FROM? NOW? FEDERAL_____
STATE_____ COUNTY_____ CITY_____ OTHER_____

IV. BILINGUAL STAFF MEMBERS-HOW MANY? Librarians_____
Clerks_____ Other_____

V. COLLECTION SIZE AND ARRANGEMENT

A. PRINT MATERIALS

1. Approximately how many books in your library's collection? English and Spanish under 500____
500-1000____ 1000-2000____ 2000-4000____
4000-6000____ 6000-8000____ over 8000_____

2. Are the books in Spanish shelved separately from the books in English? yes__ no__

3. Do you use Spanish subject headings in your catalog? yes__ no__
If yes, what used?_____

4. Approximately how many newspapers and magazines in English and Spanish do you have in your collection?
under 10__ 10-20__ 20-30__ 30-40__ 40-50__
over 50 (estimate)_____

5. What kinds of print materials have received good use by the members of the community?
books____ magazines____ newspapers____ pamphlets__
prints__ paperbacks__ other_____

V. COLLECTION SIZE AND ARRANGEMENT

B. NON-PRINT MATERIALS

1. Which of the following are in your collection? (rank them by their order of use)

disc recordings____ cassettes____

filmstrips____ films: 8mm____ 16mm____

other_____

VI. REFERENCE SERVICES

A. Does your library have a basic reference collection in English? yes__ no__ Spanish? yes__ no__

B. Does your library receive many telephone reference calls? yes__ no__ If yes, would you consider this service as a community information center? yes__ no__

VII. PUBLIC RELATIONS

A. What methods have you found effective in reaching the community?

newspaper___ library publications___ radio__ television___ personal contacts___ community organizations___ church organizations___

other_____

B. Do you try to make the library a more comfortable place for the community? yes__ no__ how?_____

_____

C. Has your library ever conducted a survey of the community? yes__ no__

Topic_____

VIII. SERVICE PROGRAMS

What are some of the programs and services your library has provided to meet the needs and interests of your community? cultural events_____ story hours_____ movie showings_____ childrens programs_____ YA programs_____ crafts_____ other_____

_____

IX. HOW DO YOU CONSIDER THE USE OF YOUR FACILITIES BY THE MEMBERS OF THE COMMUNITY? excellent__ good__ fair__ poor__

comment_____

X. COMMENTS_____

_____

_____

_____

_____

your name_____

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